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All IT queries should be directed to our Helpdesk

Tel: 4045

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Getting Started Guide

Messenger +

Telephonetics vip
making sound business sense

Messenger +
Welcome to Messenger+

Messenger+ is an intelligent messaging solution that works with your telephone system. It enables you to:

- listen to your voicemails
- delete, save, and copy voicemails
- listen to details of a voicemail
- configure rules to automatically forward voicemails (using a web interface)
- record a personalised voicemail greeting
- record a temporary voicemail greeting

Some of the features described in this Getting Started Guide may not be available to you. For more information please contact the IT Helpdesk (ITHelp@hw.ac.uk)

Logging in to Messenger+

Before you can access voicemail you must log in.

To log in from your telephone:

- Just dial 8080 from your desk phone, or press the Voicemail button on your desk phone, or dial 0131 451 8080 outwith the University.

- When you are asked for your PIN, enter it using the buttons on your phone.
- Your PIN will initially be set to 0000, the first time you log in you will be required to change it.
- You are then told if you have new messages.

Now you can listen to and manage your voicemails.
Listening to Messages

When somebody leaves you a message, the light on your desk phone lights up (only applicable to digital handsets), and next time you call Messenger+ it will tell you that you have a new message. You will also receive an e-mail telling you that you have a new message.

Note that when you log in to Messenger+ you may be required to record a new voicemail greeting before you can listen to your messages.

**New messages:**

- Log in as described - the first new message will be read to you automatically.
- Press the voicemail button on your telephone and log in as described.
- Click on the link in the e-mail you received telling you about the message, and play the message on your PC.

**Old or saved messages:**

Log in, then

- Press 3 for saved messages
- Press 4 for old messages.

**To record a voicemail greeting:**

1. Log in and then press 5
2. To record a
   - Temporary greeting press 1
   - Personal greeting press 2
3. Record your greeting.
4. When finished press 2 to stop recording.
   - Your greeting will be replayed to you.
5. To save the greeting press 4

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**Using your Computer**

Using a web browser go to http://voicemail.hw.ac.uk

Log on using your ID (your desk extension number) and PIN (initially set to 0000).

The first time you log in it is important to check the following details:

1. Your messaging settings are correct
   (click on Settings and in the Messaging menu).
2. To work with your messages, click on Inbox, Saved or Deleted from the Messaging menu.
3. Full online help is available by clicking Help at the top right-hand corner of the screen.
Tips

When listening to a voicemail message you can:

- **Rewind** 10 seconds
- **Go forward** 10 seconds
- **Repeat** a message
- **Hear message details**

### Menu Structure

**Key**
Press the key for the action you want to take.
For example press 1 to hear new messages.

```
1 ▼ Previous
2 Repeat
3 ▼ Next
4 Delete
5 Save
6 Copy or reply
7 ▼ Rewind
8 Details
9 ▼ Fast Forward
* Main Menu
0 Return Call
#
```

1 **Change greeting**
2 **Temporary greeting**
3 **Personal greeting**
4 **Delete**
5 **Save**

1 **Review**
2 **Re-record**
3 **Delete**
4 **Save**